

## ANALYSIS OF THIRD-PARTY MAINTENANCE

### CONTENTS

	<u>Page</u>
I. INTRODUCTION.....	I-1
II. EXECUTIVE SUMMARY .....	
III. THIRD-PARTY MAINTENANCE USER SERVICE REQUIREMENTS.....	
IV. THIRD-PARTY MAINTENANCE SERVICE VENDOR PROFILES .....	IV-I
A. Control Data Corporation	IV-A-I
B. Grumman Systems Support Corporation	IV-B-I
C. RCA Services Company	IV-C-I
D. Xerox Americare	IV-D-I
E. SysTec Incorporated	IV-E-I
F. Dataserv Computer Maintenance	IV-F-I
G. Total Technical Services	IV-G-I
H. TRW Customer Service Division	IV-H-I
I. Sorbus	IV-I-I
J. Momentum Service Corporation	IV-J-I
K. Decision Data Service, Inc.	IV-K-I
L. First Data Resources Field Service Company	IV-L-I
M. Intologic Trace, Inc.	IV-M-I
N. Honeywell	IV-N-I
O. ITT Servcom	IV-O-I
P. General Electric	IV-P-I
Q. McDonnell Douglas Field Service Company	IV-Q-I
R. Dow Jones & Company	IV-R-I
S. Sperry Corporation	IV-S-I
T. Dictaphone Corporation	IV-T-I
U. TPM Vendors Ranked 21-120	IV-U-I
V. THIRD-PARTY MAINTENANCE MARKET ANALYSIS.....	
VI. APPENDIX.....	
VII. ABOUT INPUT.....	VII-I



1ST SERVICE TECH  
2 FLEMING  
IRVINE, CA 92718  
(714) 581-0333

Percent growth 1986: 20%  
Years active in TPM: 13

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#### THE COMPANY

Service Locations:	2	Total Service Employees:	10
Repair Depots:	2	Total Service Management:	3
Parts Depots:	2	Field Engineers:	5
		Field Support Specialists:	2

Geographic Coverage: CALIFORNIA

#### PRODUCTS SERVICED

- Peripherals

#### BRANDS SERVICED

PRINTRONIX, C.ITOH, DATAPRODUCTS, QMS

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	90%	Contract Based Service	80%
Depot Repair	10%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	20%

Prime time hourly per call rate is \$ 75.

|IV-U-|



**3M/EQUIPMENT SERVICE SUPPORT**

3M CENTER  
ST. PAUL, MN 55144  
(612) 731-6586

1985 TPM Revenues: \$ 20.0 million  
Percent growth 1986: 98%  
Years active in TPM: 3

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**THE COMPANY**

Service Locations: 250  
Repair Depots: 250  
Parts Depots: 250

Total Service Employees: 1500  
Field Engineers: 1000  
Field Support Specialists: 500

Geographic Coverage: NATIONWIDE

**PRODUCTS SERVICED**

- Microcomputers
- Peripherals
- Office products
- Telecommunications

**BRANDS SERVICED**

DEC, DATAPRODUCTS, LEAR SIEGLER, AT&T, HEWLETT-PACKARD, IBM, COMPAQ, TALLGRASS, MOUNTAIN, IOMEGA, DCA, QUADRAM, NEC, ZENITH, HAYES, RACAL-VADIC, TEXAS INSTRUMENTS, EPSON, DIABLO, QUME, OKIDATA, TOSHIBA, TELEVIDEO, AST, HERCULES, ANADEK, RIXON AND OTHERS

**SERVICES PROVIDED**

- |  |   |   |
|--|---|---|
| <input checked="" type="checkbox"/> Manufacturer Warranty  | <input checked="" type="checkbox"/> Installation/Relocation | <input checked="" type="checkbox"/> Refurbishment     |
| <input checked="" type="checkbox"/> Preventive Maintenance | <input checked="" type="checkbox"/> Remedial Maintenance    | <input checked="" type="checkbox"/> Training          |
| <input checked="" type="checkbox"/> Engineering Changes    | <input checked="" type="checkbox"/> Conversion Upgrade      | <input checked="" type="checkbox"/> Disaster Recovery |
| <input checked="" type="checkbox"/> Software Maintenance   | <input checked="" type="checkbox"/> Programming/Consulting  | <input checked="" type="checkbox"/> File Conversion   |
| <input type="checkbox"/> Equipment Sale/Lease              |   |   |

**SERVICE DELIVERY MODES****BUSINESS BASE**

On-Site Service	80%	Contract Based Service	85%
Depot Repair	2%	Flat Fee Per Incident	0%
Remote Support Services	18%	Hourly/Per Call	15%



**ACT DUMONT**  
4 WEIGLEY  
IRVINE, CA 92714  
(714) 770-6575

1985 TPM Revenues: \$ 2.5 million  
Percent growth 1986: 35%  
Years active in TPM: 5

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#### THE COMPANY

Service Locations:	3	Total Service Employees:	80
Repair Depots:	3	Total Service Management:	8
		Field Engineers:	64
		Field Support Specialists:	8

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Peripherals

#### BRANDS SERVICED

ALL MAJOR BRANDS OF DISK DRIVES.

#### SERVICES PROVIDED

Manufacturer Warranty	<input type="checkbox"/>	Installation/Relocation	<input checked="" type="checkbox"/>	Refurbishment
Preventive Maintenance	<input checked="" type="checkbox"/>	Remedial Maintenance	<input type="checkbox"/>	Training
x Engineering Changes	<input type="checkbox"/>	Conversion Upgrade	<input type="checkbox"/>	Disaster Recovery
Software Maintenance	<input type="checkbox"/>	Programming/Consulting	<input type="checkbox"/>	File Conversion
Equipment Sale-Lease	<input type="checkbox"/>			

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	0%	Contract Based Service	0%
Depot Repair	99%	Flat Fee Per Incident	100%
Remote Support Services	0%	Hourly/Per Call	0%



**ADVANCED TECHNOLOGY SVCES, INC**  
2000 WASHINGTON STREET  
EAST PEORIA, IL 61611  
(309) 698-5700

Years active in TPM: 1

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#### THE COMPANY

Service Locations:	2	Total Service Employees:	55
Repair Depots:	2		
Parts Depots:	1	Field Engineers:	40

Geographic Coverage: CENTRAL ILLINOIS, INDIANA, IOWA

#### PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

#### BRANDS SERVICED

IBM, DEC, COMPAQ, EPSON

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	47%	Contract Based Service	60%
Depot Repair	48%	Flat Fee Per Incident	30%
Remote Support Services	5%	Hourly/Per Call	10%

Prime time hourly per call rate is \$ 65.



**AFI/DATATROL**  
BRENT DRIVE  
HUDSON, MA 02154  
(617) 568-1411

Years active in TPM: 17

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#### THE COMPANY

Service Locations: 60                  Total Service Employees: 200  
Repair Depots: 60

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Peripherals
- Telecommunications

#### BRANDS SERVICED

DATATROL, DEC, OTHERS

#### SERVICES PROVIDED

- |   |   |   |
|---|---|---|
| <input checked="" type="checkbox"/> Manufacturer Warranty | <input checked="" type="checkbox"/> Installation/Relocation | <input checked="" type="checkbox"/> Refurbishment |
| <input type="checkbox"/> Preventive Maintenance           | <input type="checkbox"/> Remedial Maintenance               | <input checked="" type="checkbox"/> Training      |
| <input checked="" type="checkbox"/> Engineering Changes   | <input checked="" type="checkbox"/> Conversion Upgrade      | <input type="checkbox"/> Disaster Recovery        |
| <input type="checkbox"/> Software Maintenance             | <input checked="" type="checkbox"/> Programming/Consulting  | <input type="checkbox"/> File Conversion          |
| <input checked="" type="checkbox"/> Equipment Sale/Lease  |   |   |



**AMERICAN COMPUTER ENGINEERS**

11175 FLINTKOTE AVENUE  
SAN DIEGO, CA 92121  
(619) 587-9002

1985 TPM Revenues: \$ 1.0 million  
Percent growth 1986: 10%  
Years active in TPM: 8

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**THE COMPANY**

Service Locations:	1	Total Service Employees:	6
Repair Depots:	1	Total Service Management:	5
Parts Depots:	1	Field Engineers:	3
		Field Support Specialists:	6

Geographic Coverage: NATIONWIDE

**PRODUCTS SERVICED**

- Microcomputers
- Peripherals

**BRANDS SERVICED**

DEC, CIPHER, IBM, KAYPRO, ADDS, AMDEK, C.ITOH, CENTRONICS, CDC, DIABLO, EPSON, ESPRIT, FUJITSU, HP, IBM, KENNEDY, LEAR SIEGLER, MANNESMANN TALLY, MEMOREX, MICOM, MOTOROLA, NEC, OKIDATA, PERKIN ELMER, PERTEC, PRIAM, TANDON, WYSE, XEROX, MANY MORE

**SERVICES PROVIDED**

<input type="checkbox"/>	Manufacturer Warranty	<input checked="" type="checkbox"/>	Installation/Relocation	<input checked="" type="checkbox"/>	Refurbishment
<input checked="" type="checkbox"/>	Preventive Maintenance	<input checked="" type="checkbox"/>	Remedial Maintenance	<input checked="" type="checkbox"/>	Training
<input type="checkbox"/>	Engineering Changes	<input checked="" type="checkbox"/>	Conversion Upgrade	<input type="checkbox"/>	Disaster Recovery
<input type="checkbox"/>	Software Maintenance	<input type="checkbox"/>	Programming/Consulting	<input type="checkbox"/>	File Conversion
<input type="checkbox"/>	Equipment Sale/Lease				

**SERVICE DELIVERY MODES****BUSINESS BASE**

On-Site Service	40%	Contract Based Service	50%
Depot Repair	35%	Flat Fee Per Incident	10%
Remote Support Services	25%	Hourly/Per Call	40%

Prime time hourly per call rate is \$ 45.



**AMERICAN COMPUTER HARDWARE CO.**  
2205 SOUTH WRIGHT AVENUE  
SANTA ANA, CA 92705  
(714) 549-2688

Percent growth 1986: 30%  
Years active in TPM: 7

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#### THE COMPANY

Service Locations:	1	Total Service Employees:	12
Repair Depots:	1	Total Service Management:	4
Parts Depots:	1	Field Engineers:	8
		Field Support Specialists:	12

Geographic Coverage: NATIONWIDE DEPOT; SOUTHERN CALIFORNIA ON-SITE

#### PRODUCTS SERVICED

- Peripherals

#### BRANDS SERVICED

DATAPRODUCTS, DEC, STAR, C.ITOH

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lessee		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	25%	Contract Based Service	20%
Depot Repair	75%	Flat Fee Per Incident	15%
Remote Support Services	0%	Hourly/Per Call	5%

Prime time hourly per call rate is \$ 60.



**AMERICAN DIGITAL COMPANY**

12720 HILLCROFT  
HOUSTON, TX 77085  
(713) 729-5800

1985 TPM Revenues: \$ 1.0 million  
Percent growth 1986: 30%  
Years active in TPM: 5

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**THE COMPANY**

Service Locations:	1	Total Service Employees:	4
Repair Depots:	1	Total Service Management:	2
Parts Depots:	1	Field Engineers:	4
		Field Support Specialists:	3

Geographic Coverage: NATIONWIDE DEPOT; HOUSTON ON-SITE

**PRODUCTS SERVICED**

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

**BRANDS SERVICED**

DEC AND DEC COMPATIBLES

**SERVICES PROVIDED**

<input type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

**SERVICE DELIVERY MODES****BUSINESS BASE**

On-Site Service	55%	Contract Based Service	50%
Depot Repair	30%	Flat Fee Per Incident	25%
Remote Support Services	15%	Hourly/Per Call	25%

Prime time hourly per call rate is \$ 80.



**APPLIED MAGNETICS**  
150 BINFIELD STREET  
ELKHORN, NE 68022  
(402) 289-2400

1985 TPM Revenues: \$ 6.8 million  
Percent growth 1986: 20%  
Years active in TPM: 9

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#### THE COMPANY

Service Locations:	2	Total Service Employees:	60
Repair Depots:	2		
Parts Depots:	2		

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Peripherals

#### BRANDS SERVICED

IBM, HP, DEC, DG, MEMOREX

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input type="checkbox"/> Engineering Changes	<input type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

On-Site Service	0%
Depot Repair	99%
Remote Support Services	0%

#### BUSINESS BASE

Contract Based Service	0%
Flat Fee Per Incident	100%
Hourly/Per Call	0%



**ARGOS, INCORPORATED**  
1485 W. SHAW  
FRESNO, CA 93711  
(209) 221-7211

Years active in TPM: 7

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#### THE COMPANY

Service Locations:	1	Total Service Employees:	6
Repair Depots:	1	Total Service Management:	2
		Field Engineers:	2
		Field Support Specialists:	3

Geographic Coverage: NORTHERN CA, CENTRAL VALLEY

#### PRODUCTS SERVICED

- Microcomputers
- Peripherals

#### BRANDS SERVICED

KAYPRO, NEC, OKIDATA, CORDATA, OTHERS

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	70%	Contract Based Service	20%
Depot Repair	27%	Flat Fee Per Incident	0%
Remote Support Services	3%	Hourly/Per Call	90%



**ASJ SUPPORT SERVICES**

3950 DOW ROAD  
MELBOURNE, FL 32935  
(305) 242 2002

1985 TPM Revenues: \$ 7.5 million  
Percent growth 1986: 40%  
Years active in TPM: 7

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**THE COMPANY**

Service Locations: 16  
Repair Depots: 2

Total Service Employees: 55  
Total Service Management: 4  
Field Engineers: 40  
Field Support Specialists: 10

Geographic Coverage: NATIONWIDE

**PRODUCTS SERVICED**

- Minicomputers
- Peripherals

**BRANDS SERVICED**

DEC, DG, CDC, CALMA, CENTRONICS, CIPHER, APOLLO, VERSTEC, CALCOMP

**SERVICES PROVIDED**

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

**SERVICE DELIVERY MODES****BUSINESS BASE**

On-Site Service	100%	Contract Based Service	80%
Depot Repair	0%	Flat Fee Per Incident	15%
Remote Support Services	0%	Hourly/Per Call	5%

Prime time hourly per call rate is \$ 75.

IV-U-11



**AVNET COMPUTER TECHNOLOGIES**  
10000 WEST 76TH STREET  
MINNEAPOLIS, MN 55344  
(612) 944-1114

1985 TPM Revenues: \$ 3.0 million  
Percent growth 1986: 20%  
Years active in TPM: 17

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#### THE COMPANY

Service Locations:	25	Total Service Employees:	61
Repair Depots:	25	Total Service Management:	4
Parts Depots:	1	Field Engineers:	46
		Field Support Specialists:	7

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Microcomputers
- Peripherals

#### BRANDS SERVICED

IBM, AT&T, TEXAS INSTRUMENTS, WYSE, ADDS, DEC, TELEVIDEO, DIABLO, OKIDATA,  
FUJITSU, ESPRIT

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	70%	Contract Based Service	60%
Depot Repair	30%	Flat Fee Per Incident	5%
Remote Support Services	0%	Hourly/Per Call	35%

Prime time hourly per call rate is \$ 70.



**BAUM CONTROL SYSTEMS, INC.**  
DBA THE COMPUTING CENTER  
410 E. UPLAND ROAD  
ITHICA, NY 14850  
(607) 257-3524

1985 TPM Revenues: \$ 2.0 million  
Percent growth 1986: 10%  
Years active in TPM: 7

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#### THE COMPANY

Service Locations:	1	Total Service Employees:	3
Repair Depots:	1	Total Service Management:	1
Parts Depots:	1	Field Engineers:	2
		Field Support Specialists:	2

Geographic Coverage: CENTRAL NEW YORK

#### PRODUCTS SERVICED

- Microcomputers
- Peripherals

#### BRANDS SERVICED

ZENITH, HP, DMC, OKIDATA, LEADING EDGE

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	50%	Contract Based Service	60%
Depot Repair	40%	Flat Fee Per Incident	10%
Remote Support Services	10%	Hourly/Per Call	30%

Prime time hourly per call rate is \$ 55.



**BENCHMARK COMPUTER SYSTEMS**  
200 1ST AVENUE WEST  
SEATTLE, WA 98119  
(206) 285-0380

1985 TPM Revenues: \$ 2.0 million  
Percent growth 1986: 10%  
Years active in TPM: 14

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#### THE COMPANY

Service Locations:	1	Total Service Employees:	14
Repair Depots:	1	Total Service Management:	2
Parts Depots:	1	Field Engineers:	8
		Field Support Specialists:	4

Geographic Coverage: WASHINGTON STATE, ALASKA

#### PRODUCTS SERVICED

- Mainframes
- Microcomputers
- Peripherals

#### BRANDS SERVICED

IBM, COMPAQ, TEXAS INSTRUMENTS, CADO

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

On-Site Service	90%
Depot Repair	9%
Remote Support Services	1%

#### BUSINESS BASE

Contract Based Service	70%
Flat Fee Per Incident	0%
Hourly/Per Call	30%

Prime time hourly per call rate is \$ 95.



**BESCO**  
HIGHWAY 45 NORTH  
COLUMBUS, MS 39701  
(601) 328-6860

Years active in TPM: 29

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#### THE COMPANY

Service Locations:	2	Total Service Employees:	30
Repair Depots:	2	Total Service Management:	2
Parts Depots:	2	Field Engineers:	28
		Field Support Specialists:	2

Geographic Coverage: SOUTH EASTERN U.S.

#### PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals
- Office products

#### BRANDS SERVICED

IBM, DG, APPLE, LEADING EDGE, OTHERS

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	75%	Contract Based Service	50%
Depot Repair	22%	Flat Fee Per Incident	5%
Remote Support Services	3%	Hourly/Per Call	45%

Prime time hourly per call rate is \$ 75.



**BUSINESS EQUIPMENT HOUSE, INC.**  
2934 W. MONTROSE AVENUE  
CHICAGO, IL 60618  
(312) 478-3800

1985 TPM Revenues: \$ 3.0 million  
Years active in TPM: 25

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#### THE COMPANY

Service Locations:	3	Total Service Employees:	14
Repair Depots:	1	Total Service Management:	1
Parts Depots:	1	Field Engineers:	13

Geographic Coverage: GREATER CHICAGO AREA

#### PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

#### BRANDS SERVICED

PRIME, BURROUGHS, NCR, OTHERS

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lessee		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	90%	Contract Based Service	75%
Depot Repair	10%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	25%

Prime time hourly per call rate is \$ 55.



**BYTEX CORPORATION**  
1003 W. 6TH STREET  
AUSTIN, TX 78731  
(512) 479-8800

1985 TPM Revenues: \$ 3.0 million  
Years active in TPM: 5

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#### THE COMPANY

Service Locations:	3	Total Service Employees:	9
Repair Depots:	3	Total Service Management:	1
Parts Depots:	3	Field Engineers:	7
		Field Support Specialists:	1

Geographic Coverage: SOUTH TEXAS

#### PRODUCTS SERVICED

- Microcomputers
- Peripherals

#### BRANDS SERVICED

IBM, COMPAQ, APPLE, EPSON, OKIDATA, FORTUNE, COMPUCORE, OTHERS

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	80%	Contract Based Service	60%
Depot Repair	15%	Flat Fee Per Incident	0%
Remote Support Services	5%	Hourly/Per Call	40%

Prime time hourly per call rate is \$ 75.



**C & L TERMINALS, INCORPORATED**  
1215 S.E. IVON  
PORTLAND, OR 97202  
(503) 231-0333

Percent growth 1986: 5%  
Years active in TPM: 15

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#### THE COMPANY

Service Locations:	5	Total Service Employees:	20
Repair Depots:	5	Total Service Management:	3
Parts Depots:	5	Field Engineers:	6
		Field Support Specialists:	5

Geographic Coverage: NORTHWESTERN U.S.

#### PRODUCTS SERVICED

- Peripherals
- Telecommunications

#### BRANDS SERVICED

DEC, PERKIN-ELMER, LEAR SIEGLER, QUME, TELETYPE, OKIDATA, ADDS, TELEVIDEO,  
TEXAS INSTRUMENTS, DIABLO, COMMODORE, C.ITOH, DATATEC, MULTIDATA

#### SERVICES PROVIDED

____	Manufacturer Warranty	____	Installation/Relocation	____	Refurbishment
<input checked="" type="checkbox"/>	Preventive Maintenance	<input checked="" type="checkbox"/>	Remedial Maintenance	<input checked="" type="checkbox"/>	Training
<input checked="" type="checkbox"/>	Engineering Changes	<input checked="" type="checkbox"/>	Conversion Upgrade	<input checked="" type="checkbox"/>	Disaster Recovery
____	Software Maintenance	____	Programming/Consulting	____	File Conversion
<input checked="" type="checkbox"/>	Equipment Sale/Lease				

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	50%	Contract Based Service	50%
Depot Repair	50%	Flat Fee Per Incident	50%
Remote Support Services	0%	Hourly/Per Call	0%

Prime time hourly per call rate is \$ 50.



**CAMEX INDUSTRIES**  
456 CONSTITUTION AVENUE  
CAMARILLO, CA 93010  
(805) 987-8628

Years active in TPM: 5

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#### THE COMPANY

Service Locations:	1	Total Service Employees:	19
Repair Depots:	1	Total Service Management:	4
Parts Depots:	1	Field Engineers:	3
		Field Support Specialists:	12

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Peripherals

#### BRANDS SERVICED

CDC

#### SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input type="checkbox"/> Engineering Changes	<input type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	5%	Contract Based Service	0%
Depot Repair	95%	Flat Fee Per Incident	75%
Remote Support Services	0%	Hourly/Per Call	25%

Prime time hourly per call rate is \$ 50.



**CIRCUIT TEST, INCORPORATED**  
12749 W. HILLSBOROUGH AVENUE  
TAMPA, FL 33615  
(813) 855-6685

Years active in TPM: 5

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#### THE COMPANY

Service Locations:	1	Total Service Employees:	45
Repair Depots:	1	Total Service Management:	4
		Field Support Specialists:	31

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Peripherals

#### BRANDS SERVICED

CDC, OTHERS

#### SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Les		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	0%	Contract Based Service	100%
Depot Repair	99%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	0%



**CIRVIS, INCORPORATED**  
P.O. BOX 1096  
HUNTINGTON BEACH, CA 92647  
(714) 891-2000

1985 TPM Revenues: \$ 0.5 million  
Years active in TPM: 13

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#### THE COMPANY

Service Locations:	1	Total Service Employees:	10
Repair Depots:	1	Total Service Management:	2
Parts Depots:	1	Field Engineers:	6

Geographic Coverage: SOUTHERN CALIFORNIA

#### PRODUCTS SERVICED

- Microcomputers
- Peripherals

#### BRANDS SERVICED

ALTOS, APPLE, COLUMBIA, COMPAQ, CROMENCO, IBM, OSBORNE, SONY, ADDS, PLEXUS,  
ZENITH, KAYPRO, BEEHIVE, HAZELTINE, LEAR SEIGLER, ANACOM, PERKIN-ELMER,  
ANADEX, CENTRONICS, DIABLO, EPSON, OKIDATA, XEROX, CDC, PRINTRONIX, QUME, NEC,  
TOSHIBA, CENTURY, MORE

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	49%	Contract Based Service	70%
Depot Repair	2%	Flat Fee Per Incident	10%
Remote Support Services	49%	Hourly/Per Call	20%

Prime time hourly per call rate is \$ 65.



**CMG COMPUTER SERVICES**  
187 BILLERICA ROAD  
CHELMSFORD, MA 01824  
(617) 256-6698

Years active in TPM: 5

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#### THE COMPANY

Service Locations:	1	Total Service Employees:	5
Repair Depots:	1	Total Service Management:	5
Parts Depots:	1	Field Engineers:	5
		Field Support Specialists:	5

Geographic Coverage: DEPOT NATIONWIDE; NEW ENGLAND ONSITE

#### PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

#### BRANDS SERVICED

DATA GENERAL

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	30%	Contract Based Service	0%
Depot Repair	70%	Flat Fee Per Incident	70%
Remote Support Services	0%	Hourly/Per Call	30%

Prime time hourly per call rate is \$ 65.



**COGITO DATA SYSTEMS**  
90 WALL STREET  
PRINCETON, NJ 08540  
(609) 924-7200

1985 TPM Revenues: \$ 6.0 million  
Percent growth 1986: 10%  
Years active in TPM: 17

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#### THE COMPANY

Service Locations:	3	Total Service Employees:	150
Repair Depots:	1	Total Service Management:	15
Parts Depots:	1	Field Engineers:	90
		Field Support Specialists:	45

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Microcomputers
- Peripherals

#### BRANDS SERVICED

BURROUGHS, CONVERGENT TECHNOLOGIES

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

On-Site Service	40%
Depot Repair	60%
Remote Support Services	0%

#### BUSINESS BASE

Contract Based Service	80%
Flat Fee Per Incident	0%
Hourly/Per Call	20%



**COMDISCO, INCORPORATED**  
6400 SHAFER COURT  
ROSEMONT, IL 60018  
(312) 698-3000

1985 TPM Revenues: \$ 6.0 million  
Years active in TPM: 17

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#### THE COMPANY

Service Locations:	17	Total Service Employees:	45
Repair Depots:	1	Field Engineers:	28
		Field Support Specialists:	9

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

#### BRANDS SERVICED

IBM

#### SERVICES PROVIDED

Manufacturer Warranty	<input type="checkbox"/>	Installation/Relocation	<input type="checkbox"/>	Refurbishment
Preventive Maintenance	<input checked="" type="checkbox"/>	Remedial Maintenance	<input type="checkbox"/>	Training
Engineering Changes	<input checked="" type="checkbox"/>	Conversion Upgrade	<input type="checkbox"/>	Disaster Recovery
Software Maintenance	<input type="checkbox"/>	Programming/Consulting	<input type="checkbox"/>	File Conversion
Equipment Sale/Lessee	<input checked="" type="checkbox"/>			

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	99%	Contract Based Service	70%
Depot Repair	0%	Flat Fee Per Incident	30%
Remote Support Services	1%	Hourly/Per Call	0%



**COMPUPAIR**

6875 E. EVANS  
SUITE 101  
DENVER, CO 80274  
(303) 692-8380

1985 TPM Revenues: \$ 0.5 million  
Percent growth 1986: 35%  
Years active in TPM: 4

**THE COMPANY**

Service Locations:	1	Total Service Employees:	10
Repair Depots:	1	Total Service Management:	3
Parts Depots:	1	Field Engineers:	5
		Field Support Specialists:	2

Geographic Coverage: COLORADO

**PRODUCTS SERVICED**

- Microcomputers
- Peripherals

**BRANDS SERVICED**

ALLOS, COLUMBIA, COMPAQ, CONVERGENT TECHNOLOGIES, IBM, IMS, KAYPRO, PANASONIC, PLEXUS, TELEVIDEO, ADDS, LEAR SIEGLER, QUME, TELEVIDEO, CDC, MITSUBISHI, SHUGART, TANDON, TEAC, SEAGATE, NEC, GE, C.ITOH, PANASONIC, OKIDATA, TEXAS INSTRUMENTS, AND OTHERS

**SERVICES PROVIDED**

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

**SERVICE DELIVERY MODES****BUSINESS BASE**

On-Site Service	40%	Contract Based Service	20%
Depot Repair	60%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	80%

Prime time hourly per call rate is \$ 50.



**COMPUTECH**

2317 SOUTH DANVILLE  
ABILENE, TX 79605  
(915) 692-9141

1985 TPM Revenues: \$ 1.2 million  
Percent growth 1986: 10%  
Years active in TPM: 10

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**THE COMPANY**

Service Locations:	3	Total Service Employees:	10
Repair Depots:	1	Total Service Management:	1
Parts Depots:	3	Field Engineers:	8
		Field Support Specialists:	1

Geographic Coverage: WEST TEXAS

**PRODUCTS SERVICED**

- Minicomputers
- Peripherals

**BRANDS SERVICED**

IBM, DECISION DATA, DATAPRODUCTS

**SERVICES PROVIDED**

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

**SERVICE DELIVERY MODES****BUSINESS BASE**

On-Site Service	95%	Contract Based Service	90%
Depot Repair	5%	Flat Fee Per Incident	5%
Remote Support Services	0%	Hourly/Per Call	5%

Prime time hourly per call rate is \$120.



**COMPUTER BOARD REPAIR DEPOT**  
177 IDEMA ROAD  
MARKHAM, ONTARIO  
CANADA L3R1A9,  
(416) 475-7590

1985 TPM Revenues: \$ 0.9 million  
Percent growth 1986: 40%  
Years active in TPM: 6

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#### THE COMPANY

Service Locations:	1	Total Service Employees:	15
Repair Depots:	1	Total Service Management:	3
		Field Support Specialists:	1

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Peripherals

#### BRANDS SERVICED

ALTOS, AMDEK, APPLE, AST, BROTHER, CENTRONICS, C.ITOH, 3COM, WYSE, COMPAQ, CORDATA, DATAPRODUCTS, DIABLO, DEC, CIPHER, EPSON, HAYES, IBM, OKIDATA, NEC, XEROX, TALLGRASS, MANNESMAN TALLY, PRINTRONIX, LEAR SIEGLER, QUADRAM, PERSYST, ZENITH, OTHERS

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

On-Site Service	0%	Contract Based Service	10%
Depot Repair	100%	Flat Fee Per Incident	80%
Remote Support Services	0%	Hourly/Per Call	10%

#### BUSINESS BASE

Prime time hourly per call rate is \$ 50.



**COMPUTER ENTRY SYSTEMS/AOM**  
271 SCHILLING CIRCLE  
HUNT VALLEY, MD 21031  
(301) 683-5900

1985 TPM Revenues: \$ 27.2 million  
Percent growth 1986: 30%  
Years active in TPM: 4

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#### THE COMPANY

Service Locations:	22	Total Service Employees:	550
Repair Depots:	4	Total Service Management:	130
Parts Depots:	22	Field Engineers:	420

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals
- Office products
- Telecommunications

#### BRANDS SERVICED

AMPEX, APPLE, CENTRONICS, CENTURY, CHARLES RIVER, DG, DATAPRODUCTS, DATA SOUTH, DEC, DIABLO, EPSON, FUJITSU, IBM, LEAR SIEGLER, QUME, TOSHIBA, SOBAR, TOSHIBA, TELEVIDEO, TALLY, PRINTRONIX, CDC, CALCOMP, COMPAQ, CIPHER, AND MORE

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	75%	Contract Based Service	98%
Depot Repair	23%	Flat Fee Per Incident	2%
Remote Support Services	2%	Hourly/Per Call	0%

Prime time hourly per call rate is \$ 90.



**COMPUTER HARDWARE MAINTENANCE**  
528 STREET ROAD  
SOUTHAMPTON, PA 18966  
(215) 364-4444

Percent growth 1986: 30%  
Years active in TPM: 14

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#### THE COMPANY

Service Locations:	4	Total Service Employees:	40
Repair Depots:	2	Total Service Management:	6
		Field Engineers:	34

Geographic Coverage: PHILADELPHIA (PA) AREA

#### PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

#### BRANDS SERVICED

IBM, AT&T, COMPAQ, ZENITH, EPSON

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lessee		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	80%	Contract Based Service	95%
Depot Repair	20%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	5%



**COMPUTER MAINTENANCE CORP.**  
405 MARRY HILL PARKWAY  
E. RUTHERFORD, NJ 07073  
(201) 896-0707

1985 TPM Revenues: \$ 6.0 million  
Years active in TPM: 8

---

#### THE COMPANY

Service Locations:	7	Total Service Employees:	135
Repair Depots:	1	Total Service Management:	3
Parts Depots:	1	Field Engineers:	30
		Field Support Specialists:	5

Geographic Coverage: NEW ENGLAND

#### PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals
- Office products

#### BRANDS SERVICED

IBM, DEC, APPLE, PERTEC, DG, CDC, COMPAQ

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	50%	Contract Based Service	75%
Depot Repair	50%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	25%

Prime time hourly per call rate is \$ 80.



**COMPUTER REPAIR CENTER**  
19 NORFOLK AVENUE  
SOUTH EASTON, MA 02375  
(617) 238-2090

1985 TPM Revenues: \$ 3.5 million  
Years active in TPM: 6

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#### THE COMPANY

Service Locations:	8	Total Service Employees:	40
Repair Depots:	1	Total Service Management:	2
Parts Depots:	1	Field Engineers:	15
		Field Support Specialists:	10

Geographic Coverage: NATIONWIDE DEPOT; NEW ENGLAND ONSITE

#### PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

#### BRANDS SERVICED

DATA GENERAL

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	50%	Contract Based Service	50%
Depot Repair	50%	Flat Fee Per Incident	40%
Remote Support Services	0%	Hourly/Per Call	10%

Prime time hourly per call rate is \$ 80.



**COMPUTER SALES & SERVICE**

621 DISTRIBUTOR ROW

SUITE B

HARAHAN, LA 70123

(504) 733-5116

Percent growth 1986: 50%

Years active in TPM: 8

**THE COMPANY**

Service Locations:	3	Total Service Employees:	20
Repair Depots:	1	Total Service Management:	4
Parts Depots:	3	Field Engineers:	5

Geographic Coverage: SOUTHEASTERN U.S.

**PRODUCTS SERVICED**

- Minicomputers
- Microcomputers
- Peripherals

**BRANDS SERVICED**

DATA GENERAL, ZENITH, GENERAL AUTOMATION

**SERVICES PROVIDED**

<input type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale-Lease		

**SERVICE DELIVERY MODES****BUSINESS BASE**

On-Site Service	80%	Contract Based Service	95%
Depot Repair	10%	Flat Fee Per Incident	0%
Remote Support Services	10%	Hourly/Per Call	5%



**COMPUTER TECHNOLOGY, INC.**  
1442 W. COLLINS AVENUE  
UNIT B  
ORANGE, CA 92667  
(714) 538-2344

1985 TPM Revenues: \$ 0.4 million  
Percent growth 1986: 75%  
Years active in TPM: 8

---

#### THE COMPANY

Service Locations:	1	Total Service Employees:	6
Repair Depots:	1	Total Service Management:	1
Parts Depots:	1	Field Engineers:	2
		Field Support Specialists:	2

Geographic Coverage: GREATER LA AREA, ORANGE COUNTY

#### PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

#### BRANDS SERVICED

DATA GENERAL

#### SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	60%	Contract Based Service	80%
Depot Repair	30%	Flat Fee Per Incident	10%
Remote Support Services	10%	Hourly/Per Call	10%

Prime time hourly per call rate is \$ 50.



**COMSEL**

8453-N TYCO ROAD  
VIENNA, VA 22180  
(703) 734-3880

1985 TPM Revenues: \$ 0.8 million  
Percent growth 1986: 20%  
Years active in TPM: 8

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**THE COMPANY**

Service Locations:	1	Total Service Employees:	8
Repair Depots:	1	Total Service Management:	2
Parts Depots:	1	Field Engineers:	4
		Field Support Specialists:	3

Geographic Coverage: RICHMOND (VA) TO BALTIMORE (MD)

**PRODUCTS SERVICED**

- Microcomputers
- Peripherals
- Office products
- Telecommunications

**BRANDS SERVICED**

DEC, AT&T, CENTRONICS, ESPRIT, DCA, ANDERSON JACOBSEN, TELEVIDEO, WYSE, VISUAL,  
TEXAS INSTRUMENTS

**SERVICES PROVIDED**

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

**SERVICE DELIVERY MODES****BUSINESS BASE**

On-Site Service	80%	Contract Based Service	80%
Depot Repair	15%	Flat Fee Per Incident	0%
Remote Support Services	5%	Hourly/Per Call	20%

Prime time hourly per call rate is \$ 60.



**CPX, INCORPORATED**  
21900 PLUMMER STREET  
CHATSWORTH, CA 91311  
(818) 709-4003

1985 TPM Revenues: \$ 13.5 million  
Percent growth 1986: 15%  
Years active in TPM: 10

---

#### THE COMPANY

Service Locations:	8	Total Service Employees:	75
Repair Depots:	3	Total Service Management:	7
Parts Depots:	3	Field Engineers:	10
		Field Support Specialists:	58

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

#### BRANDS SERVICED

IBM, CDC, DEC, DG, AMPEX, CENTURY DATA, FUJITSU, MEMOREX, STC, TELEX, ARCHIVE, CIPHER, KENNEDY, PERTEC, WANGCO, HONEYWELL, AT&T, COMPUTERVISION, OTHERS

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input type="checkbox"/> Preventive Maintenance	<input type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

On-Site Service	0%
Depot Repair	99%
Remote Support Services	0%

#### BUSINESS BASE

Contract Based Service	0%
Flat Fee Per Incident	100%
Hourly/Per Call	0%



**CRT SYSTEMS, INCORPORATED**

480 ROLAND WAY  
OAKLAND, CA 94621  
(415) 430-8870

1985 TPM Revenues: \$ 1.0 million  
Percent growth 1986: 50%  
Years active in TPM: 23

**THE COMPANY**

Service Locations:	1	Total Service Employees:	6
Repair Depots:	1	Total Service Management:	2
Parts Depots:	1	Field Engineers:	6
		Field Support Specialists:	2

Geographic Coverage: NORTHERN CALIFORNIA

**PRODUCTS SERVICED**

- Minicomputers
- Microcomputers
- Peripherals
- Telecommunications

**BRANDS SERVICED**

BURROUGHS, STAR TECHNOLOGIES, POINT 4, PRINTRONIX, DATA SOUTH, ADDS, TEXAS INSTRUMENTS, WYSE, TELEVIDEO, NEC, MAXTOR, CENTURY, PRIAM, IDP, ANADEX, DEC, DIABLO, C.ITOH, CENTRONICS, HAYES, MICOM, RACAL-VADIC, CIPHER, FUJITSU, CDC, MANY OTHERS

**SERVICES PROVIDED**

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

**SERVICE DELIVERY MODES**

On-Site Service	80%	Contract Based Service	85%
Depot Repair	20%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	15%

**BUSINESS BASE**

Prime time hourly per call rate is \$ 76.



**CUSTOM COMPUTER SPECIALIST INC**  
1775 EXPRESS DRIVE, NORTH  
HAUPPAUGE, NY 11788  
(516) 582-6699

Years active in TPM: 7

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#### THE COMPANY

Service Locations:	1	Total Service Employees:	6
Repair Depots:	1	Total Service Management:	1
		Field Engineers:	3
		Field Support Specialists:	2

Geographic Coverage: EAST COAST

#### PRODUCTS SERVICED

- Microcomputers
- Peripherals

#### BRANDS SERVICED

APPLE, CROMMENCO, HP, IBM, SEIKO, LEADING EDGE, NCR

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	40%	Contract Based Service	30%
Depot Repair	60%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	70%

Prime time hourly per call rate is \$ 75.



**DATA ACCESS SYSTEMS, INC.**  
P.O. BOX 1230  
BLACKWOOD, NJ 08012  
(609) 228-0700

Years active in TPM: 17

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#### THE COMPANY

Service Locations: 27	Total Service Employees: 94
Repair Depots: 14	Total Service Management: 9
	Field Engineers: 77
	Field Support Specialists: 8

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Microcomputers
- Peripherals
- Office products
- Telecommunications

#### BRANDS SERVICED

AT&T, TEXAS INSTRUMENTS, DIABLO, IBM, C.ITOH, RIXON, DEC, EAGLE, WYSE, EPSON,  
OTHERS

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

On-Site Service	80%	Contract Based Service	80%
Depot Repair	20%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	20%

#### BUSINESS BASE

Prime time hourly per call rate is \$ 75.



**DATA ENTRY, INCORPORATED**

402 SOUTHLAKE BLVD.

SUITE 1000

ALTAMONTE SPRINGS, FL 32701  
(305) 339-5062

1985 TPM Revenues: \$ 1.0 million

Years active in TPM: 12

**THE COMPANY**

Service Locations:	6	Total Service Employees:	22
Repair Depots:	1	Total Service Management:	2
Parts Depots:	1	Field Engineers:	18
		Field Support Specialists:	2

Geographic Coverage: FLORIDA

**PRODUCTS SERVICED**

- Minicomputers
- Microcomputers
- Peripherals

**BRANDS SERVICED**

DATA GENERAL, DEC, GENERAL AUTOMATION, POINT 4, OTHERS

**SERVICES PROVIDED**

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

**SERVICE DELIVERY MODES****BUSINESS BASE**

On-Site Service	95%	Contract Based Service	90%
Depot Repair	5%	Flat Fee Per Incident	5%
Remote Support Services	0%	Hourly/Per Call	5%

Prime time hourly per call rate is \$ 85.



**DATA PRODUCTS MAINTENANCE**  
9460 TELSTAR AVENUE  
UNIT 3  
EL MONTE, CA 91731  
(818) 350-4191

1985 TPM Revenues: \$ 1.3 million  
Percent growth 1986: 20%  
Years active in TPM: 16

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#### THE COMPANY

Service Locations:	4	Total Service Employees:	13
Repair Depots:	4	Total Service Management:	3
Parts Depots:	4	Field Engineers:	12
		Field Support Specialists:	3

Geographic Coverage: SOUTHERN CALIFORNIA

#### PRODUCTS SERVICED

- Microcomputers
- Peripherals

#### BRANDS SERVICED

AT&T, IBM, COMPAQ, DEC, CDC, C.IOTH, CENTRONICS, TEXAS INSTRUMENTS, TELEX,  
OKIDATA, COMPAQ, WYSE, OTHER BRANDS

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	40%	Contract Based Service	97%
Depot Repair	60%	Flat Fee Per Incident	0%
Remote Support Services	20%	Hourly/Per Call	3%

Prime time hourly per call rate is \$ 65.



**DATA TECH/RELIANCE INC.**  
1020 S. 344TH STREET  
SUITE #212  
FEDERAL WAY, WA 98003  
(206) 952-2440

Years active in TPM: 7

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#### THE COMPANY

Service Locations:	1	Total Service Employees:	21
Repair Depots:	1	Total Service Management:	4
Parts Depots:	1	Field Engineers:	5
		Field Support Specialists:	12

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Peripherals

#### BRANDS SERVICED

SEAGATE, SHUGART, TANDON, CDC, EPSON, MITSUBISHI, QUME, SANYO, TEAC, TEC,  
TOSHIBA, ALL MAJOR DISK MANUFACTURERS

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

On-Site Service	0%	Contract Based Service	0%
Depot Repair	99%	Flat Fee Per Incident	100%
Remote Support Services	0%	Hourly/Per Call	0%

#### BUSINESS BASE



**DATAGATE, INCORPORATED**  
1971 TEROB COURT  
MILPITAS, CA 95035  
(408) 946-6222

1985 TPM Revenues: \$ 5.0 million  
Years active in TPM: 8

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#### THE COMPANY

Service Locations:	22	Total Service Employees:	100
Repair Depots:	2		
Parts Depots:	2		

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals
- Office products

#### BRANDS SERVICED

HEWLETT-PACKARD

#### SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

On-Site Service	80%
Depot Repair	20%
Remote Support Services	0%

#### BUSINESS BASE

Contract Based Service	98%
Flat Fee Per Incident	0%
Hourly/Per Call	2%

Prime time hourly per call rate is \$ 85.

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**DATANON SERVICES**  
361 RANDY ROAD  
CAROL STREAM, IL 60188  
(312) 665-1919

Years active in TPM: 2

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#### THE COMPANY

Service Locations:	5	Total Service Employees:	22
Repair Depots:	5	Total Service Management:	4
		Field Engineers:	15
		Field Support Specialists:	3

Geographic Coverage: NORTH CENTRAL U.S.

#### PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

#### BRANDS SERVICED

IBM

#### SERVICES PROVIDED

Manufacturer Warranty	x	Installation/Relocation	x	Refurbishment
Preventive Maintenance	x	Remedial Maintenance	x	Training
Engineering Changes	x	Conversion Upgrade	x	Disaster Recovery
Software Maintenance		Programming/Consulting		File Conversion
Equipment Sale/Lease				

#### SERVICE DELIVERY MODES

On-Site Service	70%
Depot Repair	30%
Remote Support Services	0%

#### BUSINESS BASE

Contract Based Service	90%
Flat Fee Per Incident	0%
Hourly/Per Call	10%

Prime time hourly per call rate is \$130.



**DELPHI DATA SYSTEMS CORP.**  
3425 MEADOW VIEW DRIVE  
RIVERSIDE, CA 92503  
(714) 689-7408

1985 TPM Revenues: \$ 0.5 million  
Percent growth 1986: 30%  
Years active in TPM: 11

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#### THE COMPANY

Service Locations:	1	Total Service Employees:	4
Repair Depots:	1	Total Service Management:	4
Parts Depots:	1	Field Engineers:	4
		Field Support Specialists:	4

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

#### BRANDS SERVICED

DATA GENERAL

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

On-Site Service	35%	Contract Based Service	60%
Depot Repair	35%	Flat Fee Per Incident	20%
Remote Support Services	30%	Hourly/Per Call	20%

#### BUSINESS BASE

Prime time hourly per call rate is \$ 80.



**DELTA COMPUTEC**  
1580 EMERSON STREET  
P.O. BOX 60679  
ROCHESTER, NY 14606  
(716) 458-2560

Years active in TPM: 9

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#### THE COMPANY

Service Locations:	12	Total Service Employees:	50
Repair Depots:	2	Field Engineers:	35
		Field Support Specialists:	4

Geographic Coverage: EAST COAST, TEXAS

#### PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals
- Office products
- Telecommunications

#### BRANDS SERVICED

DATA GENERAL

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lessee		



**DELTA DATA SYSTEMS CORPORATION**  
2595 METROPOLITAN DRIVE  
TREVOSE, PA 19047  
(215) 322-5400

Years active in TPM: 6

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#### THE COMPANY

Service Locations:	10	Total Service Employees:	65
Repair Depots:	3	Field Engineers:	65

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Peripherals
- Office products

#### BRANDS SERVICED

IBM, BEEHIVE, OKIDATA, DEC, BURROUGHS, C.ITOH, DATA SOUTH, QUME, OTHERS

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	95%	Contract Based Service	99%
Depot Repair	5%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	1%

Prime time hourly per call rate is \$ 85.



**DISKTEC CORPORATION**  
1106 WISTERWOOD  
HOUSTON, TX 77043  
(713) 932-6583

Years active in TPM: 1

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#### THE COMPANY

Service Locations:	1	Total Service Employees:	11
Repair Depots:	1	Total Service Management:	3
		Field Engineers:	2
		Field Support Specialists:	6

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Peripherals

#### BRANDS SERVICED

SEAGATE, MINISCRIBE, TANDON, RODINE, SHUGART, CDC, MITSUBISHI, TEAC, AND OTHERS

#### SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	0%	Contract Based Service	0%
Depot Repair	100%	Flat Fee Per Incident	100%
Remote Support Services	0%	Hourly/Per Call	0%



**DMA, INCORPORATED**  
611 DEVELOPMENT BLVD.  
AMERY, WI 54001  
(715) 268-8106

1985 TPM Revenues: \$ 2.0 million  
Percent growth 1986: 25%  
Years active in TPM: 10

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#### THE COMPANY

Service Locations:	1	Total Service Employees:	20
Repair Depots:	1	Total Service Management:	4
Parts Depots:	1	Field Engineers:	3
		Field Support Specialists:	13

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Peripherals

#### BRANDS SERVICED

AMPEX, CDC, DG, DEC, FUJI, GTE, HARRIS, HP, HAZELTINE, INTEL, LITTON, MOTOROLA, NCR, NIJDORF, TEXAS INSTRUMENTS, PERKIN ELMER, PERTEK, 3M, GE, LEAR SIEGLER, TELEVIDEO, VISUAL, SHUGART, POINT 4, OTHERS

#### SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	0%	Contract Based Service	15%
Depot Repair	100%	Flat Fee Per Incident	85%
Remote Support Services	0%	Hourly/Per Call	0%



**DYNALECTRON SERVICE NETWORK**  
1875 WHIPPLE ROAD  
HAYWARD, CA 94544  
(408) 489-6996

1985 TPM Revenues: \$ 0.7 million  
Years active in TPM: 40

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#### THE COMPANY

Service Locations: 4  
Repair Depots: 4      Total Service Management: 150  
Field Support Specialists: 27

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

#### BRANDS SERVICED

DEC, AMPEX, CDC, DIABLO, MEMOREX, MITSUBISHI, TANDON, TEAC, DG, HP, BURROUGHS, DATARAM, HARRIS, HONEYWELL, INTEL, MONOLITHIC, MOSTEK, NCR, XEROX, MPI, COMPAQ, IBM, KENNEDY, WYSE, NEC, CENTURY, RODIME, QUANTUM, SEAGATE, TANDON, MINISCRIBE, AND MORE

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input type="checkbox"/> Preventive Maintenance	<input type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

On-Site Service	0%
Depot Repair	100%
Remote Support Services	0%

#### BUSINESS BASE

Contract Based Service	0%
Flat Fee Per Incident	0%
Hourly/Per Call	0%



**E.F. INDUSTRIES**

12624 DAPHNE AVENUE  
HAWTHORNE, CA 90250  
(213) 777-4070

1985 TPM Revenues: \$ 12.5 million  
Percent growth 1986: 25%  
Years active in TPM: 16

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**THE COMPANY**

Service Locations:	5	Total Service Employees:	20
Repair Depots:	5	Total Service Management:	1
Parts Depots:	5	Field Engineers:	8
		Field Support Specialists:	13

Geographic Coverage: NATIONWIDE

**PRODUCTS SERVICED**

- Microcomputers
- Peripherals

**BRANDS SERVICED**

IBM, SDS, WYSE, ALTOS, GE, DIABLO, CMI, TALLY, SHUGART, DG, CIPHER, WANGCO, PERKIN ELMER, CENTURY, CDC, INFOSCRIBE, NEC, BROTHER, SDM, OLIVETTI, DATUM, OTHERS

**SERVICES PROVIDED**

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

**SERVICE DELIVERY MODES****BUSINESS BASE**

On-Site Service	40%	Contract Based Service	33%
Depot Repair	50%	Flat Fee Per Incident	33%
Remote Support Services	0%	Hourly/Per Call	33%

Prime time hourly per call rate is \$ 85.



**EATON CORPORATION**

DATA SYSTEMS SERVICE DIVISION  
5875 GREEN VALLEY  
CULVER CITY, CA 90230  
(703) 922-5500

1985 TPM Revenues: \$ 28.0 million  
Percent growth 1986: 8%  
Years active in TPM: 27

---

**THE COMPANY**

Service Locations: 90	Total Service Employees: 400
Repair Depots: 11	Total Service Management: 40
Parts Depots: 11	Field Engineers: 360

Geographic Coverage: NATIONWIDE

**PRODUCTS SERVICED**

- Minicomputers
- Microcomputers
- Peripherals

**BRANDS SERVICED**

DEC, DATA GENERAL, PERKIN ELMER, IBM

**SERVICES PROVIDED**

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Manufacturer Warranty             | <input checked="" type="checkbox"/> Installation/Relocation | <input type="checkbox"/> Refurbishment     |
| <input checked="" type="checkbox"/> Preventive Maintenance | <input checked="" type="checkbox"/> Remedial Maintenance    | <input type="checkbox"/> Training          |
| <input checked="" type="checkbox"/> Engineering Changes    | <input checked="" type="checkbox"/> Conversion Upgrade      | <input type="checkbox"/> Disaster Recovery |
| <input type="checkbox"/> Software Maintenance              | <input type="checkbox"/> Programming/Consulting             | <input type="checkbox"/> File Conversion   |
| <input type="checkbox"/> Equipment Sale/Lease              |   |  |

**SERVICE DELIVERY MODES****BUSINESS BASE**

On-Site Service	100%	Contract Based Service	100%
Depot Repair	0%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	0%



**ELECTRONIC ENGINEERING COMPANY**  
6896 WEST SNOWVILLE ROAD  
BREEKSVILLE, OH 44141  
(216) 526-4350

Percent growth 1986: 25%  
Years active in TPM: 12

---

#### THE COMPANY

Service Locations:	8	Total Service Employees:	175
Repair Depots:	8	Total Service Management:	25
Parts Depots:	8	Field Engineers:	105
		Field Support Specialists:	45

Geographic Coverage: OHIO, KENTUCKY

#### PRODUCTS SERVICED

- Peripherals
- Office products
- Telecommunications

#### BRANDS SERVICED

ROLM, ISOETEC, TELCORESEARCH, SUMONA FOUR, OTHERS

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	90%	Contract Based Service	85%
Depot Repair	5%	Flat Fee Per Incident	10%
Remote Support Services	5%	Hourly/Per Call	5%

Prime time hourly per call rate is \$ 55.



ELECTRONIC SERVICE SPECIALISTS  
NORTH 92 WEST 14612,  
ANTHONY AVENUE  
MENOMANCE FALLS, WI 53051  
(414) 255-4634

Years active in TPM: 9

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#### THE COMPANY

Service Locations:	1	Total Service Employees:	52
Repair Depots:	1	Total Service Management:	3
		Field Engineers:	20
		Field Support Specialists:	29

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

#### BRANDS SERVICED

IBM, DEC

#### SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	0%	Contract Based Service	0%
Depot Repair	99%	Flat Fee Per Incident	95%
Remote Support Services	0%	Hourly/Per Call	5%

Prime time hourly per call rate is \$ 50.



**FISHER SCIENTIFIC COMPANY**  
145 DELTA DRIVE  
PITTSBURGH, PA 15238  
(412) 963-1669

Percent growth 1986: 5%  
Years active in TPM: 60

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#### THE COMPANY

Service Locations:	43	Total Service Employees:	175
Repair Depots:	16	Total Service Management:	20
Parts Depots:	1	Field Engineers:	116
		Field Support Specialists:	39

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Microcomputers
- Peripherals

#### BRANDS SERVICED

IBM, COMMODORE, FRANKLIN, OTHERS

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

On-Site Service

70%

Depot Repair

30%

Remote Support Services

0%

#### BUSINESS BASE

Contract Based Service

66%

Flat Fee Per Incident

0%

Hourly/Per Call

33%

Prime time hourly per call rate is \$ 80.



**GEIGER & KROGH, INCORPORATED**

4910 IRIS STREET  
WHEATRIDGE, CO 80033  
(303) 431-4236

1985 TPM Revenues: \$ 0.8 million  
Percent growth 1986: 10%  
Years active in TPM: 7

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**THE COMPANY**

Service Locations:	1	Total Service Employees:	10
Repair Depots:	1	Total Service Management:	3
Parts Depots:	1	Field Engineers:	7

Geographic Coverage: COLORADO

**PRODUCTS SERVICED**

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

**BRANDS SERVICED**

MAJOR BRANDS

**SERVICES PROVIDED**

<input type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

**SERVICE DELIVERY MODES****BUSINESS BASE**

On-Site Service	1%	Contract Based Service	85%
Depot Repair	99%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	15%

Prime time hourly per call rate is \$ 25.



**GENERAL DIAGNOSTICS, INC.**

1308 MAHALO PLACE  
COMPTON, CA 90220  
(213) 639-5080

1985 TPM Revenues: \$ 3.8 million  
Years active in TPM: 5

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**THE COMPANY**

Service Locations:	4	Total Service Employees:	85
Repair Depots:	4	Total Service Management:	4
Parts Depots:	4	Field Support Specialists:	61

Geographic Coverage: NATIONWIDE

**PRODUCTS SERVICED**

- Minicomputers
- Microcomputers
- Peripherals

**BRANDS SERVICED**

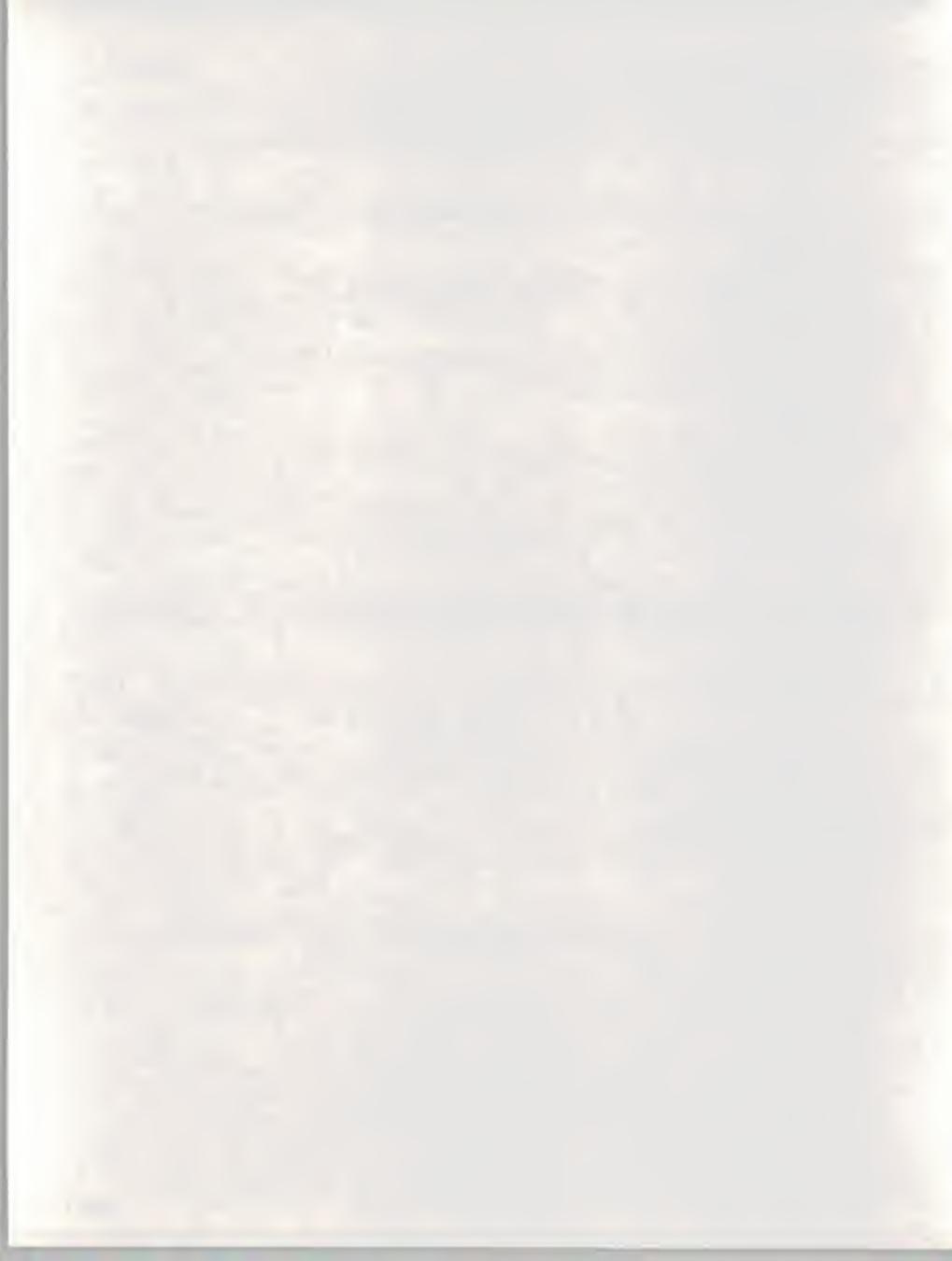
AMDEK, ADDS, ANADEX, CENTRONICS, CENTURY, CIE, CIPHER, DIABLO, DG, CDC,  
DATAPRINTER, DATA SOUTH, DEC, EPSON, ESPRIT, HAZELTINE, IBM, JUKI, MITSUBISHI,  
NEC, OKIDATA, PERKIN ELMER, PERTEC, POINT 4, PRINTRONIX, QUME, SHUGART, TANDON,  
ZENITH, MORE

**SERVICES PROVIDED**

<input checked="" type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input type="checkbox"/> Preventive Maintenance	<input type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

**SERVICE DELIVERY MODES****BUSINESS BASE**

On-Site Service	0%	Contract Based Service	20%
Depot Repair	100%	Flat Fee Per Incident	70%
Remote Support Services	0%	Hourly/Per Call	10%



**GREYHOUND CAPITAL CORPORATION**  
2426 SOUTH 7TH STREET  
PHOENIX, AZ 85034  
(800) 528-0357

Percent growth 1986: 40%  
Years active in TPM: 4

---

#### THE COMPANY

Service Locations:	15	Total Service Employees:	29
Repair Depots:	15	Total Service Management:	4
Parts Depots:	15	Field Engineers:	22
		Field Support Specialists:	3

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

#### BRANDS SERVICED

IBM, AMDEK, TANDY, DG, AT&T, DEC, BURROUGHS, HONEYWELL, XEROX, NEC, DATAMAXX, OKIDATA, HAYES, EPSON, HP

#### SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	98%	Contract Based Service	99%
Depot Repair	2%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	1%

Prime time hourly per call rate is \$125.



**H & M DISK DRIVE SERVICES**  
1101 E. PACIFICO AVENUE  
ANAHEIM, CA 92805  
(714) 385-1146

1985 TPM Revenues: \$ 0.8 million  
Percent growth 1986: 40%  
Years active in TPM: 6

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#### THE COMPANY

Service Locations:	1	Total Service Employees:	10
Repair Depots:	1	Total Service Management:	3
Parts Depots:	1	Field Engineers:	1
		Field Support Specialists:	6

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Peripherals

#### BRANDS SERVICED

ALL DISK DRIVE MANUFACTURERS

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	0%	Contract Based Service	0%
Depot Repair	99%	Flat Fee Per Incident	50%
Remote Support Services	0%	Hourly/Per Call	50%

Prime time hourly per call rate is \$ 25.



**HALTRONICS CORPORATION**  
9741 CANOGA AVENUE  
CHATSWORTH, CA 91311  
(818) 341-9303

1985 TPM Revenues: \$ 4.5 million  
Percent growth 1986: 25%  
Years active in TPM: 10

---

**THE COMPANY**

Service Locations:	1	Total Service Employees:	37
Repair Depots:	1	Total Service Management:	7
		Field Engineers:	30

Geographic Coverage: NATIONWIDE

**PRODUCTS SERVICED**

- Peripherals

**BRANDS SERVICED**

NCR, HONEYWELL, IBM, SPERRY-UNIVAC, PERTEC

**SERVICES PROVIDED**

<input type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input type="checkbox"/> Preventive Maintenance	<input type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale-Lease		

**SERVICE DELIVERY MODES**

On-Site Service	0%
Depot Repair	100%
Remote Support Services	0%

**BUSINESS BASE**

Contract Based Service	65%
Flat Fee Per Incident	35%
Hourly/Per Call	0%



**HANSON DATA SYSTEMS**  
60 BRIGHAM STREET  
MARLBORO, MA 01752  
(617) 481-3901

1985 TPM Revenues: \$ 4.5 million  
Percent growth 1986: 40%  
Years active in TPM: 5

---

#### THE COMPANY

Service Locations:	6	Total Service Employees:	40
Repair Depots:	1	Total Service Management:	2
Parts Depots:	8	Field Engineers:	17
		Field Support Specialists:	1

Geographic Coverage: NEW YORK CITY, NEW ENGLAND

#### PRODUCTS SERVICED

- Microcomputers
- Peripherals

#### BRANDS SERVICED

DG AND COMPATIBLES, FUJITSU, CDC, LOGIC, KENNEDY, CIPHER, WANGCO, DATAPRODUCTS, C.ITOH, ADM, ESPRIT, TELEVIDEO, IBM

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	75%	Contract Based Service	90%
Depot Repair	25%	Flat Fee Per Incident	5%
Remote Support Services	0%	Hourly/Per Call	5%

Prime time hourly per call rate is \$ 85.



**INACOMP COMPUTER CENTERS, INC.**  
1824 WEST MAPLE  
TROY, MI 48084  
(313) 649-0910

Percent growth 1986: 20%  
Years active in TPM: 10

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#### THE COMPANY

Service Locations:	70	Total Service Employees:	150
Repair Depots:	70	Total Service Management:	15
Parts Depots:	70	Field Engineers:	115
		Field Support Specialists:	20

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Microcomputers
- Peripherals

#### BRANDS SERVICED

IBM, APPLE, COMPAQ, AT&T

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	50%	Contract Based Service	20%
Depot Repair	40%	Flat Fee Per Incident	0%
Remote Support Services	10%	Hourly/Per Call	80%

Prime time hourly per call rate is \$ 75.



**INTEGRATED AUTOMATION**  
1745 TULLIE CIRCLE, N.E.  
ATLANTA, GA 30329  
(404) 325-8100

1985 TPM Revenues: \$ 10.0 million  
Years active in TPM: 10

---

#### THE COMPANY

Service Locations:	3	Total Service Employees:	225
Repair Depots:	3	Total Service Management:	225
		Field Engineers:	4

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

#### BRANDS SERVICED

IBM, APPLE, TANDY, MOST MAJOR BRANDS

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	90%	Contract Based Service	90%
Depot Repair	10%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	10%

Prime time hourly per call rate is \$ 72.



**INTEGRATED SYSTEMS GROUP, INC.**  
920 EAST BROADWAY  
GLENDALE, CA 91205  
(818) 502-1414

1985 TPM Revenues: \$ 10.0 million  
Years active in TPM: 17

---

#### THE COMPANY

Service Locations:	5	Total Service Management:	5
Repair Depots:	5	Field Engineers:	28
		Field Support Specialists:	3

Geographic Coverage: CALIFORNIA

#### PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

#### BRANDS SERVICED

ALPHA MICRO, APPLIED DIGITAL, CONVERGENT TECHNOLOGIES, CDC, STAR, AND OTHERS

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	85%	Contract Based Service	80%
Depot Repair	15%	Flat Fee Per Incident	2%
Remote Support Services	0%	Hourly/Per Call	18%

Prime time hourly per call rate is \$ 80.



**LOGICAL SOLUTIONS COMPANY, INC**  
BOX 308  
EAST HOLDEN, ME 04429  
(207) 989-3863

1985 TPM Revenues: \$ 10.0 million  
Percent growth 1986: 30%  
Years active in TPM: 8

---

#### **THE COMPANY**

Service Locations:	6	Total Service Employees:	31
Repair Depots:	2	Total Service Management:	3
Parts Depots:	1	Field Engineers:	25
		Field Support Specialists:	3

Geographic Coverage: NEW ENGLAND

#### **PRODUCTS SERVICED**

- Minicomputers
- Microcomputers
- Peripherals
- Office products
- Telecommunications

#### **BRANDS SERVICED**

DATA GENERAL, ALTOS, NOVA, HAZELTINE, PRINTRONIX, DIABLO, ONYX

#### **SERVICES PROVIDED**

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### **SERVICE DELIVERY MODES**

#### **BUSINESS BASE**

On-Site Service	90%	Contract Based Service	90%
Depot Repair	10%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	10%

Prime time hourly per call rate is \$ 60.



**M/A-COM INFORMATION SYSTEMS**  
5515 SECURITY LANE  
SUITE 1100  
ROCKVILLE, MD 20852  
(301) 984-3636

Years active in TPM: 20

---

#### THE COMPANY

Service Locations:	70	Total Service Employees:	270
Repair Depots:	8	Total Service Management:	20
Parts Depots:	8	Field Engineers:	220
		Field Support Specialists:	30

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Microcomputers
- Peripherals
- Office products
- Telecommunications

#### BRANDS SERVICED

ANDERSON JACOBSON, GDC, HAYES, PENRIL, DEC, DATA SOUTH, OKIDATA, OLIVETTI, TEXAS INSTRUMENTS, CONVERGENT, LEAR SEIGLER, VISUAL, AST, IBM, AT&T TECMAR, AMDEK, COMPAQ, OTHERS

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	90%	Contract Based Service	85%
Depot Repair	2%	Flat Fee Per Incident	0%
Remote Support Services	8%	Hourly/Per Call	15%

Prime time hourly per call rate is \$ 70.



**MAGNETIC RECOVERY TECHNOLOGIES**  
25431 RYE CANYON ROAD  
VALENCIA, CA 91355  
(805) 257-2262

1985 TPM Revenues: \$ 10.0 million  
Percent growth 1986: 10%  
Years active in TPM: 12

---

#### THE COMPANY

Service Locations:	1	Total Service Employees:	45
Repair Depots:	1	Total Service Management:	6
		Field Support Specialists:	39

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Peripherals

#### BRANDS SERVICED

ALL MANUFACTURES OF MAGNETIC TAPE HEADS

#### SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	0%	Contract Based Service	0%
Depot Repair	100%	Flat Fee Per Incident	100%
Remote Support Services	0%	Hourly/Per Call	0%



**MAGRETECH**

7300 HOLLISTER AVENUE  
COLETA, CA 93117  
(805) 685-4551

1985 TPM Revenues: \$ 2.5 million  
Percent growth 1986: 7%  
Years active in TPM: 7

---

**THE COMPANY**

Service Locations:	1	Total Service Employees:	36
Repair Depots:	1	Total Service Management:	6
Parts Depots:	1	Field Engineers:	28
		Field Support Specialists:	2

Geographic Coverage: NATIONWIDE

**PRODUCTS SERVICED**

- Peripherals

**BRANDS SERVICED**

CDC, DEC, MITSUBISHI, MPI, QUME, SHUGART, TANDON, TEAC, OTHERS

**SERVICES PROVIDED**

____ Manufacturer Warranty	____ Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
____ Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	____ Training
____ Engineering Changes	____ Conversion Upgrade	____ Disaster Recovery
____ Software Maintenance	____ Programming/Consulting	____ File Conversion
____ Equipment Sale/Lease		

**SERVICE DELIVERY MODES****BUSINESS BASE**

On-Site Service	0%	Contract Based Service	0%
Depot Repair	100%	Flat Fee Per Incident	100%
Remote Support Services	0%	Hourly/Per Call	0%



**MICROAGE COMPUTERS**

8620 WOLFF CT.  
WESTMINSTER, CO 80030  
(303) 427-2121

1985 TPM Revenues: \$ 10.0 million  
Percent growth 1986: 68%  
Years active in TPM: 12

---

**THE COMPANY**

Service Locations:	1	Total Service Employees:	5
Repair Depots:	1	Field Engineers:	5

Geographic Coverage: COLORADO, SOUTHERN WYOMING, WESTERN NEBRASKA

**PRODUCTS SERVICED**

- Microcomputers
- Peripherals

**BRANDS SERVICED**

IBM, AT&T, COMPAQ, EPSON, TOSHIBA, OKIDATA, NEC, AND MORE

**SERVICES PROVIDED**

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

**SERVICE DELIVERY MODES**

On-Site Service	95%	Contract Based Service	50%
Depot Repair	5%	Flat Fee Per Incident	15%
Remote Support Services	0%	Hourly/Per Call	35%

**BUSINESS BASE**



**MOORE BUSINESS SYSTEMS**

2204 I-35 WEST  
P.O. BOX 3761  
DENTON, TX 76201  
(817) 566-1411

1985 TPM Revenues: \$ 10.0 million  
Percent growth 1986: 58%  
Years active in TPM: 2

---

**THE COMPANY**

Service Locations: 130  
Repair Depots: 20  
Parts Depots: 130

Total Service Employees: 275  
Total Service Management: 28  
Field Engineers: 240  
Field Support Specialists: 6

Geographic Coverage: NATIONWIDE

**PRODUCTS SERVICED**

- Microcomputers
- Peripherals
- Telecommunications

**BRANDS SERVICED**

IBM, TEXAS INSTRUMENTS, ANADEX, APPLE, COMPAQ, HP, AT&T, ONYX, ALTOS, HAZELTINE,  
COBRA, OKIDATA, EPSON, TELEVIDEO

**SERVICES PROVIDED**

- |  |   |   |
|--|---|---|
| <input checked="" type="checkbox"/> Manufacturer Warranty  | <input checked="" type="checkbox"/> Installation/Relocation | <input checked="" type="checkbox"/> Refurbishment     |
| <input checked="" type="checkbox"/> Preventive Maintenance | <input checked="" type="checkbox"/> Remedial Maintenance    | <input checked="" type="checkbox"/> Training          |
| <input checked="" type="checkbox"/> Engineering Changes    | <input checked="" type="checkbox"/> Conversion Upgrade      | <input checked="" type="checkbox"/> Disaster Recovery |
| <input checked="" type="checkbox"/> Software Maintenance   | <input checked="" type="checkbox"/> Programming/Consulting  | <input checked="" type="checkbox"/> File Conversion   |
| <input checked="" type="checkbox"/> Equipment Sale/Lease   |   |   |

**SERVICE DELIVERY MODES****BUSINESS BASE**

On-Site Service	60%	Contract Based Service	50%
Depot Repair	40%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	50%

Prime time hourly per call rate is \$ 74.



**MOSLER, INCORPORATED**  
1561 GRAND BLVD.  
HAMILTON, OH 45012  
(513) 870-1046

Years active in TPM: 3

---

#### THE COMPANY

Service Locations:	85	Total Service Employees:	1100
Repair Depots:	85	Total Service Management:	150
Parts Depots:	85	Field Engineers:	1100
		Field Support Specialists:	35

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Microcomputers
- Peripherals
- Telecommunications

#### BRANDS SERVICED

IBM, COMPAQ, EPSON, TOSHIBA, COMSAT, AND OTHERS

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	99%	Contract Based Service	75%
Depot Repair	1%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	25%

Prime time hourly per call rate is \$ 64.

IV-U-70



**NATIONAL ADVANCED SYSTEMS**  
800 EAST MIDDLEFIELD ROAD  
P.O. BOX 7300  
MOUNTAIN VIEW, CA 94042  
(415) 962-6100

1985 TPM Revenues: \$ 10.0 million  
Percent growth 1986: 40%  
Years active in TPM: 8

---

#### THE COMPANY

Service Locations: 30  
Repair Depots: 2

Total Service Employees: 450  
Total Service Management: 126  
Field Engineers: 260  
Field Support Specialists: 64

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals
- Office products

#### BRANDS SERVICED

IBM, MAGNUSON, CDC, STC, TELEX, LENCOM, DEC, SEQUENT, HITACHI, SENTINEL, AND MORE

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lessee		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	85%	Contract Based Service	80%
Depot Repair	15%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	20%

Prime time hourly per call rate is \$140.



**NCR CORPORATION**  
9391 WASHINGTON CHURCH ROAD  
MIAMISBURG, OH 45342  
(513) 439-8600

1985 TPM Revenues: \$ 12.0 million  
Years active in TPM: 3

---

#### THE COMPANY

Service Locations: 400	Total Service Employees: 9163
Repair Depots: 400	Total Service Management: 655
Parts Depots: 327	Field Engineers: 6345
	Field Support Specialists: 917

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals
- Office products
- Telecommunications

#### BRANDS SERVICED

ADDS, AMDEK, AST, C.ITOH, CENTRONICS, COMPAQ, CONVERGENT, DATASOUTH,  
DATAPRODUCTS, DIABLO, EPSON, GENICOM, HAYES, HERCULES, HP, IBM, ICOT, NCR, NEC,  
OKIDATA, PRINTRONIX, ANADEX, QUADRAM, QMS, SYSGEN, TECMAR, TI, WYSE, ZENITH,  
MANY MORE

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

On-Site Service	98%	Contract Based Service	93%
Depot Repair	0%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	7%

#### BUSINESS BASE

Prime time hourly per call rate is \$ 82.



**NEW YORK REPAIR DEPOT**  
50 W. 23RD STREET  
NEW YORK, NY 10018  
(212) 741-3800

Percent growth 1986: 25%  
Years active in TPM: 7

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#### THE COMPANY

Service Locations:	1	Total Service Employees:	22
Repair Depots:	1	Total Service Management:	5
Parts Depots:	1	Field Engineers:	8
		Field Support Specialists:	9

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

#### BRANDS SERVICED

IBM, DEC, ROCKWELL COLLINS

#### SERVICES PROVIDED

Manufacturer Warranty	<input type="checkbox"/>	Installation/Relocation	<input type="checkbox"/>	Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/>	Remedial Maintenance	<input checked="" type="checkbox"/>	Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/>	Conversion Upgrade	<input checked="" type="checkbox"/>	Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/>	Programming/Consulting	<input checked="" type="checkbox"/>	File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lessee				

#### SERVICE DELIVERY MODES

On-Site Service	25%
Depot Repair	70%
Remote Support Services	5%

#### BUSINESS BASE

Contract Based Service	15%
Flat Fee Per Incident	70%
Hourly/Per Call	15%

Prime time hourly per call rate is \$ 75.



**NT'NL COMPUTER COMMUNICATIONS**  
260 WEST AVENUE  
P.O. BOX 602  
STAMFORD, CT 06904  
(203) 357-0004

1985 TPM Revenues: \$ 10.0 million  
Percent growth 1986: 15%  
Years active in TPM: 12

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#### THE COMPANY

Service Locations:	7	Total Service Employees:	30
Repair Depots:	2		
Parts Depots:	2	Field Engineers:	25

Geographic Coverage: NORTHEASTERN U.S.

#### PRODUCTS SERVICED

- Microcomputers
- Peripherals
- Office products
- Telecommunications

#### BRANDS SERVICED

DEC, RACAL VADIC, DIABLO, OKIDATA, EPSON, TELEVIDEO, TELTYPE, TEXAS INSTRUMENTS, DIGITAL ENGINEERING, IBM, C.ITOH, HP, DATAPRODUCTS, MICOM, CTI, OTHERS

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

On-Site Service	90%	Contract Based Service	0%
Depot Repair	10%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	0%

#### BUSINESS BASE

Prime time hourly per call rate is \$ 55.



**NT'NL UNLIMITED BUSINESS SYS.**

1967 WESTCHESTER AVENUE  
BRONX, NY 10462  
(212) 597-1160

1985 TPM Revenues: \$ 3.5 million  
Percent growth 1986: 20%  
Years active in TPM: 15

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**THE COMPANY**

Service Locations:	8	Total Service Employees:	65
Repair Depots:	8	Total Service Management:	6
Parts Depots:	8	Field Engineers:	56
		Field Support Specialists:	3

Geographic Coverage: NEW YORK, NEW JERSEY, CONNECTICUT, PHILDELPHIA (PA) AREA

**PRODUCTS SERVICED**

- Microcomputers
- Peripherals

**BRANDS SERVICED**

IBM, KAYPRO, PANASONIC, APPLE, COMMODORE, EPSON, OKIDATA, NEC, C.ITOH

**SERVICES PROVIDED**

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

**SERVICE DELIVERY MODES****BUSINESS BASE**

On-Site Service	70%	Contract Based Service	60%
Depot Repair	5%	Flat Fee Per Incident	20%
Remote Support Services	25%	Hourly/Per Call	20%

Prime time hourly per call rate is \$ 55.



**PACIFIC COMPUTER CORPORATION**  
279 SINCLAIR FRONTAGE ROAD  
MILPITAS, CA 95035  
(408) 263-3033

1985 TPM Revenues: \$ 5.5 million  
Percent growth 1986: 35%  
Years active in TPM: 2

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#### THE COMPANY

Service Locations:	15	Total Service Employees:	23
Repair Depots:	5	Total Service Management:	1
Parts Depots:	5	Field Engineers:	23

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Mainframes
- Peripherals

#### BRANDS SERVICED

IBM, STC, CDC, AMDAHL, MEMOREX

#### SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	95%	Contract Based Service	95%
Depot Repair	5%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	5%

Prime time hourly per call rate is \$115.



**PERIPHERAL SERVICE PRODUCTS**

2235 FARADAY AVENUE  
SUITE N  
CARLSBAD, CA 92008  
(619) 438-8381

1985 TPM Revenues: \$ 1.2 million  
Percent growth 1986: 50%  
Years active in TPM: 3

**THE COMPANY**

Service Locations:	1	Total Service Employees:	6
Repair Depots:	1	Total Service Management:	2
Parts Depots:	1	Field Support Specialists:	4

Geographic Coverage: NATIONWIDE

**PRODUCTS SERVICED**

- Peripherals

**BRANDS SERVICED**

DATA GENERAL, CDC, DEC, TANDON, CENTURY, MPI, QUME, OTHERS

**SERVICES PROVIDED**

Manufacturer Warranty	<input type="checkbox"/>	Installation/Relocation	<input checked="" type="checkbox"/>	Refurbishment
Preventive Maintenance	<input checked="" type="checkbox"/>	Remedial Maintenance	<input type="checkbox"/>	Training
Engineering Changes	<input type="checkbox"/>	Conversion Upgrade	<input type="checkbox"/>	Disaster Recovery
Software Maintenance	<input type="checkbox"/>	Programming/Consulting	<input type="checkbox"/>	File Conversion
x Equipment Sale-Lease	<input checked="" type="checkbox"/>			

**SERVICE DELIVERY MODES**

On-Site Service	0%
Depot Repair	100%
Remote Support Services	0%

**BUSINESS BASE**

Contract Based Service	0%
Flat Fee Per Incident	100%
Hourly/Per Call	0%



**PERIPHERALS**

1363 LOGAN AVENUE  
COSTA MESA, CA 92626  
(714) 540-4925

1985 TPM Revenues: \$ 1.0 million  
Years active in TPM: 7

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**THE COMPANY**

Service Locations:	1	Total Service Employees:	16
Repair Depots:	1	Total Service Management:	3
Parts Depots:	1	Field Engineers:	3
		Field Support Specialists:	10

Geographic Coverage: NATIONWIDE

**PRODUCTS SERVICED**

- Peripherals

**BRANDS SERVICED**

MOST MAJOR MANUFACTURERS OF WINCHESTER DRIVES AND REMOVABLE DISK PACKS

**SERVICES PROVIDED**

<input type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input type="checkbox"/> Engineering Changes	<input type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

**SERVICE DELIVERY MODES****BUSINESS BASE**

On-Site Service	0%	Contract Based Service	0%
Depot Repair	100%	Flat Fee Per Incident	100%
Remote Support Services	0%	Hourly/Per Call	0%



**PRECISION METHODS**  
8825 TELEGRAPH ROAD  
LORTON, VA 22079  
(703) 339-7050

Percent growth 1986: 20%  
Years active in TPM: 15

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#### THE COMPANY

Service Locations:	9	Total Service Employees:	80
Repair Depots:	3	Total Service Management:	4
Parts Depots:	3	Field Engineers:	40
		Field Support Specialists:	36

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Peripherals

#### BRANDS SERVICED

MOST MAJOR BRANDS

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input type="checkbox"/> Engineering Changes	<input type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

On-Site Service	33%	Contract Based Service	25%
Depot Repair	67%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	75%

#### BUSINESS BASE

Prime time hourly per call rate is \$ 60.



**PREMIER COMPUTER CORPORATION**  
8300 NORMAN CENTER DRIVE  
SUITE 1270  
MINNEAPOLIS, MN 55437  
(800) 432-3475

Years active in TPM: 2

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#### THE COMPANY

Service Locations: 1                    Total Service Employees: 250  
Repair Depots: 1

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Peripherals

#### BRANDS SERVICED

CDC, TANDON, IBM COMPATIBLE DRIVES

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

On-Site Service	0%	Contract Based Service	15%
Depot Repair	99%	Flat Fee Per Incident	85%
Remote Support Services	0%	Hourly/Per Call	0%

#### BUSINESS BASE



**PTRITRONIX, INCORPORATED**  
2629 NORTH STEMMONS  
SUITE #200  
DALLAS, TX 75207  
(214) 630-3366

Years active in TPM: 4

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#### THE COMPANY

Service Locations:	6	Total Service Employees:	46
Repair Depots:	6	Total Service Management:	3
Parts Depots:	6	Field Engineers:	40
		Field Support Specialists:	3

Geographic Coverage: TEXAS, COLORADO, WASHINGTON D.C.

#### PRODUCTS SERVICED

- Microcomputers
- Peripherals

#### BRANDS SERVICED

IBM, COMPAQ, HP, AND OTHER MAJOR MICROCOMPUTER MANUFACTURERS

#### SERVICES PROVIDED

Manufacturer Warranty	<input checked="" type="checkbox"/>	Installation/Relocation	<input checked="" type="checkbox"/>	Refurbishment
Preventive Maintenance	<input type="checkbox"/>	Remedial Maintenance	<input checked="" type="checkbox"/>	Training
Engineering Changes	<input checked="" type="checkbox"/>	Conversion Upgrade	<input checked="" type="checkbox"/>	Disaster Recovery
Software Maintenance	<input type="checkbox"/>	Programming/Consulting	<input type="checkbox"/>	File Conversion
Equipment Sale/Lease	<input type="checkbox"/>			

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	85%	Contract Based Service	0%
Depot Repair	15%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	0%

Prime time hourly per call rate is \$ 65.



**PROTEK COMPUTER SERVICES**  
11670 SEABOARD CIRCLE  
STANTON, CA 90680  
(714) 898-9012

1985 TPM Revenues: \$ 1.9 million  
Years active in TPM: 4

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#### THE COMPANY

Service Locations:	2	Total Service Employees:	18
Repair Depots:	1	Total Service Management:	3
Parts Depots:	1	Field Engineers:	9
		Field Support Specialists:	6

Geographic Coverage: SOUTHERN CALIFORNIA, AND SAN FRANCISCO BAY AREA

#### PRODUCTS SERVICED

- Minicomputers
- Peripherals

#### BRANDS SERVICED

SPERRY, CIPHER, KENNEDY, VARIAN, EMULEX, FUJITSU, SPECTRA LOGIC

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	46%	Contract Based Service	40%
Depot Repair	46%	Flat Fee Per Incident	15%
Remote Support Services	8%	Hourly/Per Call	45%

Prime time hourly per call rate is \$ 60.



R & M ASSOCIATES  
52 PARK AVENUE  
PARK RIDGE, NJ 07656  
(201) 391-0446

Years active in TPM: 16

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#### THE COMPANY

Service Locations:	3	Total Service Employees:	25
Repair Depots:	1	Total Service Management:	10
Parts Depots:	2	Field Engineers:	20
		Field Support Specialists:	5

Geographic Coverage: NEW YORK, NEW JERSEY, CONNECTICUT, AND PENNSYLVANIA

#### PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals
- Telecommunications

#### BRANDS SERVICED

DEC, DG, NOVA, PRINTRONIX, IMAGEN, EMULEX, TEXAS INSTRUMENTS, CIPHER,  
CENTRONICS, FUJITSU, HAZELTINE, KENNEDY, OTHERS

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	80%	Contract Based Service	66%
Depot Repair	20%	Flat Fee Per Incident	34%
Remote Support Services	0%	Hourly/Per Call	0%

Prime time hourly per call rate is \$ 85.



**RADIAN CORPORATION**  
UNITED PRODUCTS DIVISION  
8501 MO-PAC BLVD.  
AUSTIN, TX 78766  
(512) 454-4797

Percent growth 1986: 30%  
Years active in TPM: 14

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#### THE COMPANY

Service Locations:	22	Total Service Employees:	50
Repair Depots:	1	Field Engineers:	35
		Field Support Specialists:	15

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Microcomputers
- Peripherals

#### BRANDS SERVICED

TEXAS INSTRUMENTS, IBM, FUJITSU, CENTURY, CDC, CIPHER, PERTEC, NEC, SPECTRA LOGIC, EMULEX, ZETACO, PRINTRONIX, DATPRINTER, DATAPRODUCTS, OKIDATA, EPSON, DEC AND MORE

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

On-Site Service	90%	Contract Based Service	90%
Depot Repair	10%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	10%

#### BUSINESS BASE

Prime time hourly per call rate is \$ 72.



**REYNOLDS & REYNOLDS**  
115 SOUTH LUDLOW  
P.O. BOX 2608  
DAYTON, OH 45401  
(513) 449-4008

Years active in TPM: 16

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#### THE COMPANY

Service Locations:	82	Total Service Employees:	225
Repair Depots:	1	Field Engineers:	225

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

#### BRANDS SERVICED

IBM, NCR, ONYX, BTI, TEXAS INSTRUMENTS, TELEVIDEO, C.ITOH, EPSON

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	99%	Contract Based Service	99%
Depot Repair	1%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	1%

Prime time hourly per call rate is \$ 70.



**RICOH CORPORATION**  
5 DIDERICH PLACE  
WEST CALDWELL, NJ 07006  
(201) 882-2087

Years active in TPM: 5

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#### THE COMPANY

Service Locations:	80	Total Service Employees:	335
Repair Depots:	6	Total Service Management:	70
		Field Engineers:	225
		Field Support Specialists:	40

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Peripherals
- Office products
- Telecommunications

#### BRANDS SERVICED

RICOH, CBT, AMDEK, HAMILTON, CPT, NBI, TANDY

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	90%	Contract Based Service	95%
Depot Repair	10%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	5%

Prime time hourly per call rate is \$ 80.



**SCOPUS CORPORATION**  
333 AIKEN STREET  
P.O. BOX 1437  
LOWELL, MA 01853  
(800) 225-0893

1985 TPM Revenues: \$ 10.0 million  
Percent growth 1986: 10%  
Years active in TPM: 16

---

#### THE COMPANY

Service Locations:	20	Total Service Employees:	150
Repair Depots:	20		
Parts Depots:	20	Field Engineers:	100
		Field Support Specialists:	50

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Peripherals

#### BRANDS SERVICED

IBM, DEC, OTHER MAJOR BRANDS

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input type="checkbox"/> Engineering Changes	<input type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	99%	Contract Based Service	0%
Depot Repair	1%	Flat Fee Per Incident	99%
Remote Support Services	0%	Hourly/Per Call	1%

Prime time hourly per call rate is \$100.



**SENTINEL COMPUTER SERVICES**

1010 JORIE BLVD.  
SUITE #360  
OAK BROOK, IL 60521  
(312) 920-9070

1985 TPM Revenues: \$ 7.0 million  
Percent growth 1986: 85%  
Years active in TPM: 4

---

**THE COMPANY**

Service Locations:	3	Total Service Employees:	130
Repair Depots:	2	Total Service Management:	20
Parts Depots:	3	Field Engineers:	80
		Field Support Specialists:	30

Geographic Coverage: CENTRAL U.S.

**PRODUCTS SERVICED**

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

**BRANDS SERVICED**

IBM, DEC, WANG, CDC, FUJITSU, EMULEX, OTHERS

**SERVICES PROVIDED**

<input type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

**SERVICE DELIVERY MODES**

On-Site Service	98%	Contract Based Service	80%
Depot Repair	2%	Flat Fee Per Incident	5%
Remote Support Services	0%	Hourly/Per Call	15%

**BUSINESS BASE**



**SERVICELAND, INCORPORATED**  
2630 TOWNSGATE ROAD  
WESTLAKE VILLAGE, CA 91361  
(805) 495-8045

Years active in TPM: 4

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#### THE COMPANY

Service Locations:	9	Total Service Employees:	78
Repair Depots:	10	Total Service Management:	4
Parts Depots:	9	Field Engineers:	65
		Field Support Specialists:	13

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals
- Telecommunications

#### BRANDS SERVICED

ADDS, ALLOY, APPLE, AST, BROTHER, CANON, C.ITOH, CENTRONICS, COMPAQ,CDC, DATAPRODUCTS, DATASOUTH, DCA, DAVONG, DIABLO, HAYES, SHUGART, WYSE, HP, IBM, KAYPRO, IOMEGA, JUKI, INFOSCRIBE, NEC, OKIDATA, QUME, OLIVETTI, TANDON, STAR, XEBEC AND MORE

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	70%	Contract Based Service	70%
Depot Repair	30%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	30%

Prime time hourly per call rate is \$ 65.



**SERVITECH, INCORPORATED**  
1409 CENTRE CIRCLE DRIVE  
DOWNERS GROVE, IL 60515  
(312) 620-8750

1985 TPM Revenues: \$ 1.4 million  
Years active in TPM: 14

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#### THE COMPANY

Service Locations:	1	Total Service Employees:	34
Repair Depots:	1	Total Service Management:	5
Parts Depots:	1	Field Engineers:	15
		Field Support Specialists:	14

Geographic Coverage: CHICAGO

#### PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

#### BRANDS SERVICED

ALPHA MICRO, DG, DCC, DEC, NIXDORF, POINT 4, ROYAL, STAR, ADDS, TI, AMPEX, C.ITOH, ESPRIT, HAZELTINE, LEAR SIEGLER, QUME, TELEVIDEO, WYSE, CENTRONICS, IBM, OKIDATA, DIABLO, GENICOM, DATAPRODUCTS, DATASOUTH, PRINTRONIX, CDC, PERTEC AND MANY MO

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	75%	Contract Based Service	75%
Depot Repair	25%	Flat Fee Per Incident	25%
Remote Support Services	0%	Hourly/Per Call	0%

Prime time hourly per call rate is \$ 78.



**SHIELDS BUSINESS MACHINES**  
410 NORTH 8TH STREET  
PHILADELPHIA, PA 19123  
(215) 922-6161

1985 TPM Revenues: \$ 5.9 million  
Percent growth 1986: 20%  
Years active in TPM: 15

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#### THE COMPANY

Service Locations:	4	Total Service Employees:	67
Repair Depots:	4	Total Service Management:	8
Parts Depots:	4	Field Engineers:	55
		Field Support Specialists:	4

Geographic Coverage: PHILADELPHIA (PA), WASHINGTON DC, HOUSTON (TX), AND ORLANDO (FL)

#### PRODUCTS SERVICED

- Microcomputers
- Peripherals
- Office products

#### BRANDS SERVICED

IBM, NCR, BURROUGHS, BELL & HOWELL, 3M, SHARP

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	90%	Contract Based Service	92%
Depot Repair	10%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	8%

Prime time hourly per call rate is \$100.



**SIRIUS COMPUTER**  
14600 GOLDEN WEST STREET  
SUITE A-101  
WESTMINSTER, CA 92683  
(714) 895-2229

Years active in TPM: 6

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#### THE COMPANY

Service Locations:	1	Total Service Employees:	20
Repair Depots:	1	Total Service Management:	2
		Field Engineers:	15
		Field Support Specialists:	2

Geographic Coverage: SOUTHERN CALIFORNIA

#### PRODUCTS SERVICED

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

#### BRANDS SERVICED

DATA GENERAL, WANG, KENNEDY, PRINTRONIX, DATAPRODUCTS, AND OTHERS

#### SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

On-Site Service	90%	Contract Based Service	85%
Depot Repair	10%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	15%

#### BUSINESS BASE

Prime time hourly per call rate is \$ 75.

IV-U-92



**SYSTEMS INDUSTRIES**  
1855 BARBER LANE  
MILPITAS, CA 95035  
(408) 942-1212

1985 TPM Revenues: \$ 20.0 million  
Percent growth 1986: 10%  
Years active in TPM: 17

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#### THE COMPANY

Service Locations: 70	Total Service Employees: 209
Repair Depots: 1	Total Service Management: 17
	Field Engineers: 180
	Field Support Specialists: 12

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Peripherals

#### BRANDS SERVICED

FUJITSU, CDC, TELEX, OTHERS

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	90%	Contract Based Service	100%
Depot Repair	10%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	0%

Prime time hourly per call rate is \$115.



**TELOS CORPORATION**  
3420 OCEAN PARK BLVD.  
SANTA MONICA, CA 90405  
(213) 450-2424

1985 TPM Revenues: \$ 8.0 million  
Percent growth 1986: 25%  
Years active in TPM: 11

#### THE COMPANY

Service Locations: 46	Total Service Employees: 130
Repair Depots: 1	Total Service Management: 7
Parts Depots: 46	Field Engineers: 118
	Field Support Specialists: 5

Geographic Coverage: WESTERN AND CENTRAL U.S.

#### PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals

#### BRANDS SERVICED

IBM, NAS, DEC, HP, OTHERS

#### SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

On-Site Service	95%
Depot Repair	5%
Remote Support Services	0%

#### BUSINESS BASE

Contract Based Service	95%
Flat Fee Per Incident	0%
Hourly/Per Call	5%



**TERMINALS UNLIMITED, INC.**  
360 S. WASHINGTON STREET  
FALLS CHURCH, VA 22046  
(703) 237-8666

Percent growth 1986: 10%  
Years active in TPM: 5

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#### **THE COMPANY**

Service Locations:	10	Total Service Employees:	22
Repair Depots:	1	Total Service Management:	4
Parts Depots:	1	Field Engineers:	18

Geographic Coverage: NATIONWIDE

#### **PRODUCTS SERVICED**

- Microcomputers
- Peripherals

#### **BRANDS SERVICED**

IBM, QUME, TANDON, MULTI TECH, CORDATA, STAR MICRONICS, DATASOUTH, AND OTHERS

#### **SERVICES PROVIDED**

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

#### **SERVICE DELIVERY MODES**

#### **BUSINESS BASE**

On-Site Service	70%	Contract Based Service	90%
Depot Repair	30%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	10%

Prime time hourly per call rate is \$ 80.



**TRANS DATACORP**  
1717 OLD COUNTY ROAD  
BELMONT, CA 94002  
(415) 591-5705

1985 TPM Revenues: \$ 5.0 million

Years active in TPM: 11

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#### THE COMPANY

Service Locations: 1                    Total Service Employees: 90  
Repair Depots: 1

Geographic Coverage: NATIONWIDE

#### PRODUCTS SERVICED

- Peripherals

#### BRANDS SERVICED

CDC, CENTURY DATA, AMPEX, DATA GENERAL, DIABLO, ISS

#### SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input type="checkbox"/> Engineering Changes	<input type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

On-Site Service	0%
Depot Repair	100%
Remote Support Services	0%

#### BUSINESS BASE

Contract Based Service	0%
Flat Fee Per Incident	100%
Hourly/Per Call	0%



**TRW MEDICAL ELECTRONICS DIV.**

3555 WOODHEAD DRIVE  
NORTH BROOK, IL 60062  
(312) 564-5510

1985 TPM Revenues: \$ 20.0 million  
Percent growth 1986: 25%  
Years active in TPM: 15

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**THE COMPANY**

Service Locations:	12	Total Service Employees:	270
Repair Depots:	12	Total Service Management:	25
Parts Depots:	12	Field Engineers:	150
		Field Support Specialists:	95

Geographic Coverage: NATIONWIDE

**PRODUCTS SERVICED**

- Mainframes
- Minicomputers
- Microcomputers
- Peripherals

**BRANDS SERVICED**

IBM, DATA GENERAL, PERKIN ELMER

**SERVICES PROVIDED**

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

**SERVICE DELIVERY MODES**

On-Site Service	75%
Depot Repair	25%
Remote Support Services	0%

**BUSINESS BASE**

Contract Based Service	85%
Flat Fee Per Incident	0%
Hourly/Per Call	15%

Prime time hourly per call rate is \$ 85.

IV-U-97



**UNITED COMPUTER SYSTEMS, INC.**  
10564 PROGRESS WAY  
CYPRESS, CA 90630  
(714) 220-2931

1985 TPM Revenues: \$ 1.0 million  
Percent growth 1986: 2%  
Years active in TPM: 2

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#### THE COMPANY

Service Locations:	1	Total Service Employees:	15
Repair Depots:	1	Total Service Management:	4
Parts Depots:	1	Field Support Specialists:	11

Geographic Coverage: CALIFORNIA

#### PRODUCTS SERVICED

- Minicomputers
- Microcomputers
- Peripherals
- Telecommunications

#### BRANDS SERVICED

PERKIN ELMER, IBM, DUCOM, AT&T

#### SERVICES PROVIDED

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input checked="" type="checkbox"/> Disaster Recovery
<input checked="" type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale-Lease		

#### SERVICE DELIVERY MODES

On-Site Service	90%
Depot Repair	10%
Remote Support Services	0%

#### BUSINESS BASE

Contract Based Service	10%
Flat Fee Per Incident	0%
Hourly/Per Call	90%



**URS CORPORATION**  
ONE POPE STREET  
WAKEFIELD, MT 01880  
(617) 438-4300

1985 TPM Revenues: \$ 10.0 million  
Percent growth 1986: 30%  
Years active in TPM: 17

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#### THE COMPANY

Service Locations:	1	Total Service Employees:	30
Repair Depots:	1	Total Service Management:	7
		Field Engineers:	20
		Field Support Specialists:	3

Geographic Coverage: NEW ENGLAND

#### PRODUCTS SERVICED

- Microcomputers
- Peripherals

#### BRANDS SERVICED

IBM

#### SERVICES PROVIDED

<input type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input type="checkbox"/> Remedial Maintenance	<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input type="checkbox"/> Programming/Consulting	<input checked="" type="checkbox"/> File Conversion
<input type="checkbox"/> Equipment Sale/Lease		

#### SERVICE DELIVERY MODES

#### BUSINESS BASE

On-Site Service	100%	Contract Based Service	95%
Depot Repair	0%	Flat Fee Per Incident	0%
Remote Support Services	0%	Hourly/Per Call	5%

Prime time hourly per call rate is \$ 70.

IV-U-99



**W.A. BROWN INSTRUMENTS, INC.**

P.O. BOX 513  
ORLANDO, FL 32802  
(305) 425-5505

1985 TPM Revenues: \$ 1.5 million  
Percent growth 1986: 68%  
Years active in TPM: 15

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**THE COMPANY**

Service Locations:	8	Total Service Employees:	22
Repair Depots:	1	Total Service Management:	1
Parts Depots:	8	Field Engineers:	12
		Field Support Specialists:	9

Geographic Coverage: SOUTH EASTERN U.S.

**PRODUCTS SERVICED**

- Peripherals

**BRANDS SERVICED**

NEC, VISUAL, ESPRIT, INTERMEC, HAZELTINE, CIE, IMAGEN, GENICOM

**SERVICES PROVIDED**

<input checked="" type="checkbox"/> Manufacturer Warranty	<input checked="" type="checkbox"/> Installation/Relocation	<input checked="" type="checkbox"/> Refurbishment
<input checked="" type="checkbox"/> Preventive Maintenance	<input checked="" type="checkbox"/> Remedial Maintenance	<input checked="" type="checkbox"/> Training
<input type="checkbox"/> Engineering Changes	<input checked="" type="checkbox"/> Conversion Upgrade	<input type="checkbox"/> Disaster Recovery
<input type="checkbox"/> Software Maintenance	<input checked="" type="checkbox"/> Programming/Consulting	<input type="checkbox"/> File Conversion
<input checked="" type="checkbox"/> Equipment Sale/Lease		

**SERVICE DELIVERY MODES**

On-Site Service	75%
Depot Repair	10%
Remote Support Services	15%

**BUSINESS BASE**

Contract Based Service	75%
Flat Fee Per Incident	10%
Hourly/Per Call	15%

Prime time hourly per call rate is \$ 85.

IV-U-100

